

Video Conferencing Etiquette

There are some basic behaviours that will improve your own videoconferencing experience as well as that of the people with whom you are conferencing.

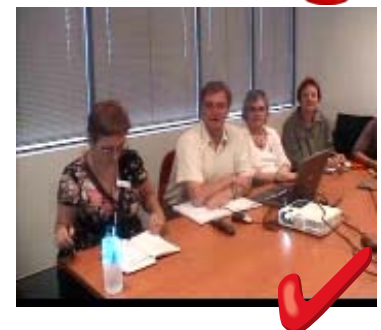
Before the meeting

- Determine time and length of conference
- Set objectives
- Develop an agenda providing the focus and time allotted for the conference
- Prioritise topics to be discussed
- Identify who must be present for the conference
- Confirm attendance and availability
- Book videoconferencing room(s)
- Appoint a leader for each site
- Distribute meeting materials
- Confirm if the equipment will be required by other users soon after your meeting is finished



Camera settings

- Fill the screen as much as possible with people rather than the table, chairs, walls, floor or ceiling and avoid having the ceiling lights on the screen
- Have participants well-lit so that their faces are visible
- Ideally have your camera above or near the monitor you will be viewing. This makes it appear as if you are looking at the people who you are videoconferencing with
- Check the "self view" window to see how you appear to the remote end – check: are you on camera, are there distractions in the background
- Set camera presets if you want to show multiple camera shots during the video conference
- Shifts in attention such as looking out a window, looking at other applications on the computer screen, "multi-tasking" with other work in your office, have the same effect as not looking someone in the eye when talking to them in person
- Keep your desk area tidy



Appearance considerations

- Avoid wearing checks, stripes or large prints as they may interfere with contrast levels and transmission compression
- Preferred colours are blue, green, and purple. Pastel colours are preferred over white. The colours red and black "bleed" and should be avoided

Speaking

- Turn off devices such as mobile phones before you begin
- MUTE that microphone!! (Do this BEFORE dialing in). If your site is making noise and your microphone is not muted, then you will be on camera when you connect
- Ask the other site(s) if they can hear you
- Speak in a normal voice
- Use a brief pause between speakers to assure the full audio signal has been transmitted
- Two people cannot speak at the same time, and you should avoid interrupting other speakers



- To show that you understand what is being said you should nod instead of giving verbal confirmation
- Raise your hand to indicate that you wish to speak



Audio

- The microphones are very sensitive and will easily pick up most noises
- Place the microphone where everyone who speaks can easily have their voice heard, be careful not to put papers or other objects on it
- Try to avoid side conversations, dropping things, coughing, shuffling papers, or tapping on the microphone or table
- Eating might not be appropriate
- Listen for other environmental noise such as fans or open windows that might disturb your audio quality
- Keep body movements to a minimum
- **Mute your system when you are not speaking**



Meeting etiquette

- Begin on time
- Open by introducing participants
- Conduct a roll call in order to check that your site has connected successfully
- Review objectives and time allotted for conference
- Keep conference focused, direct non-agenda items to future meetings
- If a person leaves or enters the room please make this obvious to other sites
- Conclude on time, allowing a few minutes for wrap-up and good-byes



General considerations

- Assume you are always on camera, even when you are not speaking
- Be aware of what is being transmitted to the remote locations. Use the "self view" as a guide to what is being transmitted to the far end



After the meeting

- Disconnect your call
- If the equipment is not booked directly after your meeting put equipment away

Resources

- Video Development Initiative - Videoconferencing Cookbook
<http://www.vide.net/cookbook/cookbook.en>
- Videoconferencing Etiquette: General Guidelines for Participants & Speakers
http://belle.netera.ca/infra_vid_con.htm
- Video Conferencing Etiquette
<http://www.esd113.k12.wa.us/templates/Container.aspx?ID=1990>
- Videoconferencing Etiquette and Meeting Tips https://courseware.education.psu.edu/resources/Videoconf_etiquette4.pdf